
Getting Started

This chapter contains information on running and setting up the Call Accounting application for initial use. This chapter also briefly describes the data collection, report generation, and database maintenance functions.

Before using Call Accounting, you must install and configure it as part of the Meridian Administration Tools portfolio of applications. Refer to Getting Started in the *MAT Common Services User guide* for complete details on installing this application.

Overview

After you have created at least one site (using the Common Services Site Configuration module), you can use Call Accounting to collect CDR data, generate reports and graphs, and maintain its database.

Before you can begin collecting data, you must open the site and set up its configuration and supporting database files. This way, when the CDR data is collected, you can easily generate accurate reports based on it.

System access

To run MAT and access Call Accounting, double-click on the **Meridian Administration Tools** icon, double-click on the **MAT Shell** icon, and, in the Logon dialog, enter your User ID and Password. The MAT Shell dialog will appear containing the installed MAT applications. To run Call Accounting, double-click on the **Call Accounting** icon.

Copy Protection Key

Call Accounting includes a software protection key that plugs directly into the parallel port of your PC. In order to run properly, Call Accounting must recognize that this protection key is attached. This key ensures that only authorized copies of this software are being used at one time. If Call Accounting is being run over a network as part of the Meridian Administration Tools LAN installation, then only the workstation which is performing data collection requires a copy protection key.

Before you attempt to run Call Accounting, you must plug this key into a parallel port on your PC. If you have a peripheral device such as a printer plugged into this parallel port, you can simply plug this key into the port and then plug the peripheral device into the back of the key. The peripheral device will still operate properly.

If you do not have the key plugged in, Call Accounting will prompt you with the message: **Copy Protection Violation**. Click on the **OK** command button to exit from the system, plug in the key, and start your session again.

System configuration

This section will briefly describe the steps involved in opening a site and setting it up for data collection and report generation.

Step 1: Open Site

Use the Open Site command to open a site for processing and reporting. Call Accounting commands will appear grayed (inactive) if no site has been opened. To open a site, click on **Open Site** from the File drop-down menu. Select the site from the list of predefined site names and click on the **OK** command button. Sites which appear in this list were previously created from MAT Common Services. Refer to the *MAT Common Services User guide* for complete details on creating sites.

Step 2: Set up Site

If you open a site for which you have not set up the Call Accounting databases (usually upon initial installation and access), the system will prompt you with the message: **This site is not configured for CDR. Would you like to configure it?** Click on the **OK** command button to access the Call Accounting Setup dialog in which you can enter the basic telephone parameters for this site. This will update the Call Accounting databases to include this site's basic telephone configuration and communications parameters.

If you click on the **Cancel** command button, the system will initialize the required database files without this configuration information. You would then need to access these databases later and enter this information.

Figure 4
Call Accounting Setup dialog

Call Accounting Setup - SAMPLE

Dial Code/NPANXX:

Location Book:

SDI Configuration

☒ SDI 1 ☐ SDI 2 ☐ SDI 3 ☐ SDI 4

SDI Communications

M1 Modem Type:

Phone Number:

Buffer Type:

PC Modem Type:

Baud Rate:

SDI Port Setting

Comm Port:

Data Bits:

Stop Bits:

Parity:

Enter the following information in the Call Accounting Setup dialog to create a basic configuration for this site.

Dial Code/NPANXX: In this field, enter the dial code or area code and exchange for your company (e.g., 214655). Whether you enter a dial code or an area code/exchange depends on the type of Location Book entered in the Location Book drop-down list box. For example, if you select: **North American VH Table** from the Location Book drop-down list box, then enter an area code/exchange in this field.

Location Book: Location books contain the terminating location identified by dial codes or area codes. Call Accounting includes a set of predefined location book files which can be used in calculating distances between the different sites and call destinations. From this drop-down list box, select the name of the Location Book file used for this site's location (e.g., North American VH Table).

SDI Configuration: The SDI Configuration fields list the predefined communication parameters required for communications with the Meridian 1 (or option buffer unit). Select the desired SDI port for this site by clicking on its option button. Notice that the remaining fields in this dialog will change according to the configuration entered in the Site Configuration function. These fields cannot be edited from this dialog and are for informational purposes only.

Once you have entered this information, click on the **OK** command button to initialize the database files for this site. You can then access the Call Accounting database editors to customize the data to suit your requirements.

Step 3: Enter Reporting Options

The next step in configuring your system is to set up your reporting options. These options will identify the cost fields for your telephone configuration and define the layout of your reports.

To enter the reporting options for this site, click on **Reporting Options** from the Database drop-down menu. The Reporting Options dialog will appear listing check boxes and fields in which you will enter your reporting information. To enable (include) these options, click on the check boxes to turn them on (X). To disable (exclude) them, click on the options again to turn them off (blank field). Again, refer to the chapters entitled: *Database Maintenance* and *Sample Configuration* for more details on entering reporting options.

Step 4: Enter Telephone Configuration

Entering a telephone configuration is one of the most important data entry operations that you will need to perform. When you enter this data, ensure that it accurately represents the telephone system which is being modeled.

Use the Telephone Configuration functions to enter information for your DDD, DID, Tie/FX trunk lines, and free local calling exchanges. This will supplement the data entered in the previous step. For complete details on entering your system's telephone configuration, refer to its section in the chapter entitled: *Database Maintenance*.

For additional help in setting up your own configuration, please refer to the chapter entitled: *Sample Configuration*. This chapter provides a step-by-step procedure for entering a telephone configuration and can be used as a template for your own configuration.

Step 5: Update Directories

In order for your call records to accurately link to the proper employees and their extensions as well as your company's customers, you should update the Billing Database and Customer Directory with the latest employee and customer information.

Billing Database: The Billing Database contains a list of employees linked to specific extensions on the Meridian 1. When a call record is generated, it needs to be associated with a specific extension. The Billing Database contains this information as well as the division to which this employee belongs. If you have installed the MAT Station Administration application, then this is initially populated using the Set Database and can be modified periodically as required.

To view this database and add any additional records, click on **Billing Database** from the Database drop-down menu and select the records from its grid. Refer to its section in the chapter entitled: *Database Maintenance* for complete details on entering this data.

Customer Directory: The Customer Directory contains a list of your company's customers which provides additional information for your reports. For example, this customer list can consist of frequently called numbers to further highlight detail reports.

To access this database, click on **Customer Directory** from the Database drop-down menu. Refer to its section in the chapter entitled: *Database Maintenance* for complete details on entering this data.

Data Collection

During the data collection process, Call Accounting collects data from the switch or optional CDR buffer unit and builds that data into an unformatted Call Detail file called DETAIL1.DAT. It then merges the Call Detail file into the Call Database MDR1.DAT through a process called Indexing. Call Accounting can collect call records from multiple units (Meridian 1 sites) and store these call records in their respective Call Database files by site name.

To start this collection and indexing process for the current site, click on **Data Collection** from the Communications drop-down menu. Call Accounting will then invoke the Communications Supervisor (from MAT Common Services) to communicate with the Meridian 1 or optional buffer unit and start collecting and indexing the call records. Once it has completed collecting call records, it will return to the Call Accounting main window.

Depending on the size of the buffer unit, communications would usually take place nightly when the system adds data to the Call Detail file. Less frequent collection is possible provided the buffer units do not reach capacity.

Note: If the buffers do reach capacity and data collection has not been initiated, the system may lose valuable call records. Remember to collect data regularly.

The system will display the number of call records the system has collected. If this number fails to increment or remains at zero, then Call Accounting has not been able to communicate with the buffer unit. In this case take the following actions.

- Check all cables to ensure that they are connected tightly.
- Make sure that the modem and the buffer unit are powered up.
- Ensure that the modem's **AA** (auto-answer) light is on.
- Make sure that the communications port which you specified in the Communications Database is the same as the connection on the back of your PC (the port on which you connected your cable).

Once CDR data has been collected from the Meridian 1, you are ready to generate reports based on this information.

Report generation

The Call Accounting reports provide information on the details of the call records which were collected from the Meridian 1. They also include information on your system databases and configurations. Once you have collected the call records from the Meridian 1, you should then generate your reports to cost and display their information.

Step 1: Select Output Device

Call Accounting can send reports to a selected output device such as: printer, screen, or file. To select the output device, click on **Select Output Device** from the File drop-down menu and click on the desired option button.

If you are sending the reports to the printer, then you can select the type of printer using the Printer Setup function. This function will list all of the printers you have set up for the different ports using the Windows Setup Printer function (from Control Panel). To select a printer for Call Accounting, click on **Printer Setup** from the File drop-down menu. A dialog will appear prompting you to select a printer and its font style. Select your printer and font from the available list boxes and click on the **OK** command button to save these settings and return to the main window.

Step 2: Select Report Filters

Before you generate your reports, you should select the parameters (filters) which determine the data ranges on which the reports are run. This will include only the desired range of data. To enter your reporting filters, click on **Select Report Filters** from the Reports drop-down menu. The Select Report Filters dialog will appear listing all the available filters which you can select.

To select the reporting filters, click on the command button labeled with the filter name. Another dialog for that filter will appear containing open fields in which you can enter your minimum and maximum ranges. You can include or exclude a filter range. To select a filter range and have the system include its range, click on the desired command button, enter the filter range, and click on the **OK** command button from the range dialog. The Include check box will be turned on (X) next to that filter command button. If you wish to exclude this range, click on the **Exclude** check box for the filter.

To save these filters, click on the **Close** command button from the Select Report Filters dialog. At the prompt: **Save Changes Before Closing?** click on the **Yes** command button and exit to the main window. To exit from this dialog without saving the filters, click on the **No** command button when prompted. If you wish to copy this filter file to another file, click on the **Save As** command button and enter the new filename in the dialog which appears.

Step 3: Generate reports

Once you have selected your parameters, return to the main menu and click on the report type heading (e.g., Cost Allocation) from the Reports drop-down menu. From this cascading menu, click on the report you wish to print (e.g., Extension Detail Report). Select the priority through which you wish to sort this report. Click on the drop-down list box at each sort priority and select the desired sort items.

When you first run this report, initialize and produce the Summary file. To initialize this file, ensure that the **Initialize summary file** check box is on (X). To produce this file, ensure that the **Produce summary file** check box is on (X). If you have not changed any of the report filters or telephone configuration information since the last time you reset the Summary file, then turn off (blank field) these check boxes. To run the report, click on the **OK** command button. Call Accounting will now generate the report to the system's current output device.

If you wish to schedule a report to run at a specific date and time, click on the **Schedule** command button. This will invoke the Scheduler application from MAT Common Services. Use this function to enter the date and time that you wish to run the report. It will then generate it at the selected date and time.

Database management

Call Accounting offers a series of functions to assist you in managing your system's databases. Proper management of data, especially the Call Database, will ensure that your reports contain timely and accurate information. If databases contain more than one year's data, dates can be duplicated on reports. Therefore, it is important for you to make backup copies of all your files. This will prevent any data loss due to hardware failures.

The following sections describe the database editing functions as well as the Archive, Purge, Backup, and Restore commands.

You must decide on the frequency of the backup and archiving procedures. Base this frequency on the size of your data records and your system capacity. As a rule, you should back up, archive, or purge your data once a month.

Edit databases

In order for your Call Database records to be costed and applied correctly, you must periodically update and manage user-definable databases. These include the following:

- Billing Database
- Customer Directory
- Telephone Configuration Database
- Communications Database
- Other Billable Items

Each database contains an editor with standard features which you can use to edit, insert, and delete records. The following sections will describe the common components and features of these database dialogs.

To enter the database information, click on the directory name from its appropriate drop-down menu. The database dialog will appear containing a grid in which you can enter the records for that database. It will also contain function tools which you can use to manage these records.

Some directory dialogs will list the position of the current record in the database in relation to the total number of records in the database.

Figure 5
Sample Billing Database editor

	Set	Last Name	First Name	ID	Extension	Department
1	■	Collins	Sandra		221	Sales
2	■	York	K.M.		288	Production
3	■	Unger	Jack		155	Sales
4	■	Hoffman	Sherry		215	Support
5	■	Rice	Matt		255	Production
6	■	Novelli	Sam		265	Support
7	■	Choh	Andy		234	Sales
8	■	Ingram	Oliver		233	R&D
9	■	Martin	Mick		112	R&D
10	■	Peters	Bernie		222	Sales

Record : 5 Total : 11

Grids

A database record is displayed in the grid of its dialog. A grid is comprised of rows (records) and columns (fields). To scroll through a grid, click on its horizontal and vertical scroll bars.

Field Sizes: If you wish to change the grid's proportions, click on the row and/or column border and drag it to the new position. Notice that the row (or column) will change size.

Field Positions: If you wish to rearrange the column sequence in a grid, highlight the column by clicking on its field header. Next, click on the column and drag it while simultaneously pressing the <Ctrl-Shift> keys. The column border will move as you drag the cursor across the grid. Release the cursor to place the column in its new position.

Tools: Each grid contains a toolbar that contains standard editing features such as Search, Replace, Modify, Insert, and Delete. These tools can be used instead of selecting a specific function from the grid's menu bar.

Insert

To enter a record in a grid, select **Insert** from the Edit drop-down menu. An editor dialog will appear prompting you to enter the record's information. Type in the information in this editor's fields. To save this information and exit from this dialog, click on the **OK** command button. This will insert the information into the first available record in the grid. If you highlighted a specific row of the grid, then the system will insert this record above the specified row.

Certain databases will distinguish between adding a record or inserting a record to the database grid.

Add: To enter a record at the end of the database, then click on the **Add** command button of the editor dialog. To enter a record immediately after a specific record, highlight that record and click on the **Add** command button.

Insert: To enter a record at the beginning of the database, click on the **Insert** command button of the editor dialog. To enter a record immediately before a specific record, highlight that record and click on the **Insert** command button.

Once you insert or add a record, an editor dialog will appear allowing you to enter data into the record's fields. Enter this information as required and click on the **OK** command button to save the record. The system will display another blank dialog allowing you to add another record. Once you have added the required records, click on the **Close** command button to save this information and exit to the grid dialog. Notice that the record lines in this grid will appear updated.

Modify

To modify a record in the grid, highlight the record by clicking on it and selecting **Modify** from the Edit drop-down menu. An editor dialog will appear prompting you to edit the record's information. Click on the fields of that record to edit its information and type the new text over the old. To save this information and exit from this editor dialog, click on the **OK** command button. The new information will appear in the record of the grid.

Delete

To delete a record from the database grid, click on the record row header to highlight it and select **Delete** from the Edit drop-down menu. You can also use the **Delete** icon from the toolbar to delete the highlighted record.

Sort

Use the Sort command to sort the records in the database according to specific criteria. These are based on the database fields. To sort the database, select **Sort** from the Edit drop-down menu. This will access the Sorting Priority dialog in which you can enter the sort criteria for the records (e.g., alphabetically by surname).

To enter the sorting criteria for the database records, highlight the specific criterion from the Available Sorting Fields list box and click on the double right arrow (>>) command button. You can also select this criterion by double-clicking on the record line. The selected sorting criteria will appear in the **Fields to Sort By** list box. Once you have selected the criteria, click on the **OK** command button to initiate the sorting procedure.

Search (Find)

To search for a specific record in the database, select **Find** from the Search drop-down menu. This will access a dialog in which you can enter the search criteria for the desired record. Enter these criteria in the Search For fields and click on the **Include** check box for each field to turn it on (X). Click on the **OK** command button to search for the first record matching these criteria. If the system reaches the end of the database without finding a record matching these criteria, it will prompt you with a message: **Search field(s) not found.**

You can also search for records based on minimum criteria. Use the wild-cards (asterisk '*' and question mark '?') to fill in the remaining values for more specific search criteria.

The following example will demonstrate the use of this function.

To search for employees in departments beginning with 'L', click on the **Search** icon and perform the following steps.

- 1 Enter: **L*** in the Department field and click on the **OK** command button to start the search procedure. The system will search for the first record containing the 'L' as the first letter in the Department field.
- 2 Click on the **Find Next** icon, to find the next instance of the record matching the current search criteria.

Replace

Use the Replace function to search for a specific record matching a defined search criteria and replace it with another value. To access this function, select **Replace** from the Search drop-down menu tool to access this database's editor dialog. Next, enter the search criteria in each 'Search For' field and enter the values with which you wish to replace them in the adjacent 'Replace By' field. Click on the **Include** check box to turn it on (X) and click on the **OK** command button to start this procedure.

The following example demonstrates this function.

To change all the records containing the 'Programming' department to 'Development', click on the **Replace** icon in the Billing Database dialog and perform the following steps.

- 1 In the Department Search For field, enter: **PROGRAMMING**. In its Replace By field, enter: **DEVELOPMENT**.
- 2 Click on its **Include** check box to turn it on (X).
- 3 Click on the **OK** command button to start this function. The system will search for the first record containing 'Programming' in the Department field and replace it with 'Development'.

Replace All: If you wish to replace all records which match certain criteria, click on the **Replace All** command button in the Replace dialog. This function will replace every record containing the search criteria without displaying the records on the screen for confirmation.

Prompt On Replace: Click on this check box in order for the system to display the records on screen for confirmation. To confirm the replace action, click on the **Yes** command button.

Once you have entered the information in the database editor dialog, click on the **OK** command button to save it and exit to the previous window.

Backup & restore databases

Call Accounting offers a series of functions to assist you in managing your system's databases. There are two data management functions which can be selected from the Database drop-down menu: Backup All Databases; and Restore All Databases.

Backup All Databases

If you need to make a backup copy of some or all of the Call Accounting database files, use the Backup All Databases function. The backup command will save the data files specified for the current site.

Note: This will only make a backup copy of the Call Accounting database files. If you wish to backup other MAT system files, then use the application to which the database files belong or use the MAT Site Configuration application.

To run the Backup procedure, click on **Backup All Databases** from the Database drop-down menu. Select the drive and directory by typing them into the Destination Directories field of the dialog which appears and click on the **OK** command button. The Backup All Databases dialog will appear listing the database descriptions, source filenames, and backup filenames for the current site. Choose from the following list of databases to back up.

System Options	General system parameters
Telephone Configuration	Telephone configuration information
Location Book Registry	Defined location books
Carrier Pricing Template	Carrier pricing definitions
Communications Database	Communications Database file
Billing Database	Employee and extension information
Customer Directory	Customer name and account information
Call Detail File	CDR detail data, if any
Call Database	Indexed CDR data using Index file
Index file	Used to index and trace through Call Database
Select Report Filters	Report filter information
Summary File	CDR summary information
Auto Backup	Used if auto backup is activated
Other Billable Items	Additional costs not associated with calls
Report File	Output sent to disk

To make a backup copy of a specific file, turn on (X) the Include check box for that site file. If you wish to make backup copies of all of the files, click on the **Include All** command button. If you wish to exclude all the files, then click on the **Exclude All** command button.

Confirm Overwrites: Turn this check box on (X) if you wish a confirmation prompt to appear before the system replaces any files existing on the diskette with the same filename as those you are backing up.

Variable Rates File: To make backup copies of any Variable Rate Files, Dial Codes, Charge Bands, or Time Bands, click on the **Variable Rates File** command button. A dialog will appear listing the various rate filenames. To make a backup copy of a specific file, turn on (X) the Include check box for that site.

International Rates: Click on this command button to make backup copies of any International Rates files.

Holiday File: Click on this command button to make backup copies of any Holiday Files.

Click on the **Close** command button to initiate the backup procedure for these files and exit to the Backup All Databases dialog.

Location Books: To make backup copies of any Location Book files, click on the **Location Books** command button. A dialog will appear listing the various Location Book filenames. To make a backup copy of a specific file, turn on (X) the Include check box for that site. Click on the **Close** command button to initiate the backup procedure and return to the Backup All Databases dialog.

Backing up to floppy diskettes

If you are backing up to a floppy drive, insert the diskettes as the system prompts you. The Backup All Databases function provides you with two additional options when backing up to a floppy drive:

- Delete Existing Files On Floppy
- Confirm Deletes

Delete Existing Files On Floppy: Turn this check box on (X) if you wish to delete all the files from the current disk onto which you are backing up your files.

Confirm Deletes: If the Delete Existing Files On Floppy check box is turned on (X), then turn this check box on (X) if you wish the system to prompt you before deleting any files located on the diskette.

Note: Ensure that you label the destination diskettes correctly. When you restore the files, the system will not allow you to restore the files if the diskettes are out of order.

When you are ready to make backup copies of your files, click on the **OK** command button.

Restore All Databases

The Restore function allows you to restore any data you may have lost by copying the Call Accounting database files you have previously backed up using the Backup All Databases function.

To restore the files you saved using the Backup function, select **Restore All Databases** from the Database drop-down menu. The Restore All Databases dialog will appear prompting you to enter the drive and directory from which you wish to restore the files (e.g., A:). Enter this information and click on the **OK** command button.

To restore a specific file, turn on (X) the Include check box for that site. If you wish to restore all of the files, click on the **Include All** command button. If you wish to exclude all the files, then click on the **Exclude All** command button.

If you are restoring files from a floppy drive, insert the last diskette in the drive. This contains the directory for these database files. Place the proper diskettes in the drive as the system prompts you.

Confirm Overwrites: Turn this check box on (X) if you wish a confirmation prompt to appear before the system replaces any files existing on the diskette with the same filename as those you are restoring.

Variable Rates File: To restore any Variable Rate Files, Dial Codes, Charge Bands, or Time Bands, click on the **Variable Rates File** command button. A dialog will appear listing the various rate filenames. To restore a specific file, turn on (X) the Include check box for that site.

International Rates: Click on this command button to restore any International Rates Files.

Holiday File: Click on this command button restore any Holiday Files.

Click on the **Close** command button to initiate the restore procedure and return to the Restore All Databases dialog.

Location Books: To restore any Location Book files, click on the **Location Books** command button. A dialog will appear listing the various Location Book filenames. Click on the **Close** command button to initiate the restore procedure and return you to the Restore All Databases dialog.

When you are ready to restore your files, click on the **OK** command button.

Archive, purge, & restore Call Database

The Call Database requires special attention because it contains the call data collected from the Meridian 1 which can potentially become too large to manage easily. Failure to manage this file properly will result in longer processing times and a waste of hard disk space. Due to the nature of its records, the Archive, Purge, and Restore functions allow you to set filters for their date and time ranges.

To manage the Call Database file, select **Utilities** from the Database drop-down menu and select **Call Database** from its cascading menu. The following section provides you with a description of the Call Accounting database maintenance features such as Purging, Archiving, and Restoring.

Archive Call Database

The Archive function stores your old data to a separate medium providing you with more working memory on your disk.

To archive the Call Database, select **Archive** from the Maintenance drop-down menu. In the fields of the Filter dialog which appears, enter your minimum and maximum filter ranges. To include a range, click on the filter's command button (e.g., Time), enter the range, and turn on (X) the Include check box for this filter. Repeat this step for all the filters you wish to include.

Note: If you wish to erase the data from your working directory when you archive it (essential if you have limited disk space), click on the **Purge selected records** check box to turn it on (X). This will move the records from the working drive and directory to the archive drive.

To save this filter file, click on the **Save Filter** command button. A dialog will appear prompting you to enter the destination drive, directory, and filename where you wish to save this filter. Enter the drive and directory in its fields and click on the **OK** command button to save the file.

To reuse an existing filter file, click on the **Load Filter** command button. A dialog will appear prompting you to enter the filter name. Enter this information in the appropriate fields and click on the **OK** command button to load the file.

If you are archiving to a floppy drive, ensure that you place the diskettes in the drive as the system prompts you. Number each disk so you can maintain the proper order of data when restoring.

If you wish to schedule the Archive function at a specific date and time, click on the **Schedule** command button. This will invoke the Scheduler application from MAT Common Services. Enter the date and time on which you wish to archive the data. Scheduler will then perform this activity at the selected date and time.

Note: Remember to run your reports before archiving your data. You may inadvertently archive and remove data needed for a monthly report.

Purge Call Database

If you do not wish to retain past data, use this procedure to erase the data and reduce the size of your Call Database. The Purge feature permanently removes data from the system.

To purge data, select **Purge** from the Maintenance drop-down menu. A filter dialog will appear containing the specific filters you can define for the call records you wish to delete. In these fields, enter your minimum and maximum ranges. To include a range, select your option, enter your range, and turn on (X) the Include check box for this filter. Repeat this step for all the filters you wish to include.

To save this filter file, click on the **Save Filter** command button. A dialog will appear prompting you to enter the destination drive, directory, and filename where you wish to save this filter. Enter the drive and optional directory in its fields and click on the **OK** command button to save the file.

To reuse an existing filter file, click on the **Load Filter** command button. A dialog will appear prompting you to enter the filter name. Enter this information in the appropriate fields and click on the **OK** command button to load the file.

If you wish to schedule purging at a specific date and time, click on the **Schedule** command button. This will invoke the Scheduler application from MAT Common Services. Enter the date and time that you wish to purge the data.

Restore Call Database

The system always appends the restored data to the end of the current Call Database file. Therefore, it is important to manage the Archive and Restore procedures so that the data in the Call Database is always in chronological order. This is especially important for report generation.

Do not restore the data from the archive diskettes to the working directory unless you are sure that the data from the working directory was previously purged. Otherwise, the data records will be added to the existing data and data records could become duplicated, thus reducing their validity.

To restore data, click on **Restore** from the Maintenance drop-down menu. A dialog will appear prompting you to specify the drive, directory, and filename of the data to be restored. Verify that this information is correct and click on the **OK** command button to initiate this procedure.

Help

Call Accounting contains a Help facility which provides information on its functions and commands. You can access this Help function from any function dialog or window which contains the Help command button or menu item.

To obtain help for a topic, click on **Help** from the specific dialog or window. This will access the Windows Help function which allows you to scroll through the help topics, search for a specific topic, and print the help information. Use the Windows Help commands to scan through the description of Call Accounting.

To view a list of Help topics for this module, click on **Contents** from the Help drop-down menu. Choose from one of the items in this list to load the Help file and display it on your screen.

Exit from the Help function by clicking on **Exit** from the File drop-down menu in the Help window.